

UPDATES TO YOUR CARE & COVID-19

3/12/2020 >

DEAR YOUTH AND FAMILIES:

Your health and safety is very important to us. The BHA is closely watching the latest updates of COVID-19 and has begun to prepare for all possibilities. **Because each of us plays a role in being ready and to prevent the spread of illness, we want to let you know about some changes that you can expect:**

1. If you are scheduled for an appointment or meeting at any of our offices, we will call to remind you of the meeting and ask you to either reschedule or attend by phone or video conference if you are sick.
2. Meetings and appointments held by phone or video conferencing wherever possible will become more routine in the coming weeks.
3. We will be authorizing and encouraging therapists to use telehealth options for treatment services (if it works for you).
4. We will be posting a sign on our office doors asking visitors/clients who are experiencing flu symptoms (fever, cough or shortness of breath), who have been exposed to COVID-19, or who have traveled to an area of



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sustained exposure within the past 14 days to call our front desk. We will assist those callers by transferring them to the relevant BHA staff member to reschedule appointments as soon as possible.

5. We are asking programs to reschedule consumer and/or family visits if family members or clients are sick or to offer phone or video visits instead. We are committed to ensuring that you continue to receive quality services. Please talk to your care coordinator if you have questions or concerns. Thank you so much for your partnership with us!

Sincerely,

Edward Mersereau, LCSW, CSAC

Deputy Director, Behavioral Health Administration

Scott Shimabukuro, Ph.D., ABPP

Acting CAMHD Administrator



HELPFUL RESOURCES

1

Department of Health's issues and advisories for COVID-19:

[HEALTH.HAWAII.GOV/DOCD/ADVISORIES/
NOVEL-CORONAVIRUS-2019/](https://health.hawaii.gov/docd/advisories/novel-coronavirus-2019/)

2

Center for Disease Control's resource on managing mental health and coping during COVID-19:

[CDC.GOV/CORONAVIRUS/2019-
NCOV/ABOUT/COPING.HTML](https://cdc.gov/coronavirus/2019-ncov/about/coping.html)

